

**BEFORE THE ADMINISTRATIVE HEARING COMMISSION
STATE OF MISSOURI**

**DIRECTOR OF THE DEPARTMENT
OF INSURANCE, FINANCIAL
INSTITUTIONS & PROFESSIONAL
REGISTRATION
STATE OF MISSOURI,**

Petitioner,

vs.

RACHEL A. BOESSEN-CORLEONE

Respondent.

Serve:

1010 Holly Drive
Jefferson City, Missouri 65109

Case No.: _____

FILED
APR 21 2009
ADMINISTRATIVE HEARING
COMMISSION

COMPLAINT

The Director of the Missouri Department of Insurance, Financial Institutions and Professional Registration, through counsel, complains and requests the Administrative Hearing Commission find that cause exists to discipline the license held by Respondent, Rachel A. Boessen-Corleone, because:

INFORMATION RELEVANT TO ALL COUNTS

1. Petitioner is the Director of the Missouri Department of Insurance, Financial Institutions and Professional Registration. The Director has the duty to administer Chapters 374 and 375, RSMo, which includes the supervision, regulation, and discipline of insurance companies, agencies, and producers licensed to operate and conduct business in the State of Missouri.

2. The Department of Insurance, Financial Institutions and Professional Registration issued Respondent Rachel A. Boessen-Corleone an insurance producer

license (No. PR365342) on February 15, 2006. Such license is set to expire on February 15, 2010.

3. The Commission has jurisdiction over this Complaint pursuant to § 621.045, RSMo (Supp. 2008).

COUNT I

4. Respondent refused to respond to two (2) Department inquiries in violation of 20 CSR 100-4.100, and refused to appear and produce documents when subpoenaed by Petitioner, which are grounds for discipline of Respondent's insurance producer license pursuant to §§ 374.210.2 and 375.141.1(2), RSMo (Supp. 2008).

5. The facts are as follows:

- a. On or about February 7, 2008, Department Investigator, Diana Brady, sent a letter to Respondent requiring a response from Respondent on or before March 7, 2008 regarding a consumer complaint filed with the Department on behalf of Faye Neuner.
- b. Respondent failed to respond to Ms. Brady's February 7, 2008 letter.
- c. On or about July 16, 2008, Ms. Brady sent a letter to Respondent requiring a response from Respondent on or before August 15, 2008 regarding a consumer complaint filed with the Department on behalf of Gayrene Stegall.
- d. Respondent failed to respond to Ms. Brady's July 16, 2008 letter.
- e. On or about January 21, 2009, Petitioner sent a subpoena, via certified mail, to Respondent requiring her attendance and production of documents at the Department office in Jefferson City, Missouri on February 11, 2009.

- f. Respondent failed to appear as required on February 11, 2009 and failed to produce the required documents. Respondent did not contact Ms. Brady to reschedule.
- g. To date, Respondent has not responded to either of Ms. Brady's letters; nor has she produced the documents subpoenaed by Petitioner.

COUNT II

6. Respondent failed to inform Petitioner of a change of address within thirty (30) days of the change in violation of § 375.018, RSMo (Supp. 2008), which is grounds to discipline Respondent's insurance producer license pursuant to § 375.141.1(2), RSMo (Supp. 2008).

7. The facts are as follows:

- a. On or about January 21, 2009, Petitioner sent a subpoena, via certified mail, to Respondent requiring her attendance and production of documents at the Department office in Jefferson City, Missouri on February 11, 2009. Petitioner sent the subpoena to the address Respondent supplied Petitioner in March 2008.
- b. Respondent failed to appear as required on February 11, 2009, failed to produce the required documents, and did not contact Ms. Brady to reschedule.
- c. United States Postal Service online tracking for the January 21, 2009 subpoena, sent by certified mail, indicated that Respondent's mail has been forwarded to Kansas City, Missouri 64133.

- d. Respondent failed to notify Petitioner within thirty (30) days of the address change.
- e. To date, Respondent has not supplied Petitioner with a current address.

WHEREFORE, based on the foregoing, Petitioner respectfully requests that the Commission make findings of fact and conclusions of law stating that Petitioner has established cause to discipline Respondent Rachel A. Boessen-Corleone's Missouri insurance producer license pursuant to §§ 374.210.2 and 375.141.1(2), RSMo (Supp. 2008).

Respectfully submitted,



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